

## Devices

**Q: What are some examples of verifiable devices?**

**A:** HumanaVitality, through its HumanaFit partner, supports uploads of activity from a variety of devices, including: Humana Gear Step Counter and Polar heart rate monitors available in the HumanaVitality Mall, Nike+, and Ant+ sensors in Garmin, Timex, Cycle Ops, and Adidas devices. HumanaVitality currently awards Vitality Points for steps from pedometers and relevant heart rate data from heart rate monitors.

**Q: Are devices, such as pedometers or heart rate monitors that track fitness activity, provided to participants or would these devices need to be bought?**

**A:** A member who completes the HumanaVitality Health Assessment for the first time and within 90 days of the plan effective date will earn enough Vitality Bucks to buy a pedometer in the HumanaVitality Mall. Previous Virgin HealthMiles pedometers can also be used. Refer to the directions for updating your Virgin HealthMiles pedometer software.

**Q: Where can I get technical advice for my device?**

**A:** HumanaFit.com provides an FAQ for you to use. If the answer isn't found in the FAQ, you can submit a question at our website.

**Q: What questions about devices does HumanaVitality support?**

**A:** HumanaVitality will support all device questions about buying a device from the HumanaVitality Mall, registration of the device on HumanaFit.com, and syncing the device, as well as technical questions for the Humana Gear Step Counter. All other device technical questions would go to the manufacturer of the device.

**Q: How do I get a pedometer?**

**A:** You can get a pedometer by going to the HumanaVitality Mall and clicking on the pedometers' storefront. This will take you to a page to choose and buy a pedometer. You can use Vitality Bucks or dollars to buy a pedometer.

**Q: Why is my pedometer LCD screen faint and the numbers appear to be broken?**

**A:** The pedometer battery may be weakening and going flat. If your pedometer battery is more than 6 to 10 months old (depending on usage) you may need to replace the battery (1xCR2032 type battery). The battery + side will always need to be facing up, or the pedometer will not work.

**Q: Where is the best place to wear my pedometer?**

**A:** The pedometer works by detecting your hip movement when you walk, so it must be positioned correctly to work properly. It needs to be tight against your body and vertically aligned to your knee when standing. If you are wearing it at the waist, please make sure it is between your navel and hip and that it is not slanted forward or tilted.

**Q: How do I check that my pedometer is being worn properly?**

**A:** You can follow the below steps to check the performance of your pedometer.

- 1) Note how many steps your pedometer is currently showing on its LCD display.
- 2) Walk 25 steps and then stop.
- 3) Check that your pedometer has added at least 25 steps (there could be more than 25, as by stopping and removing the pedometer to check the screen you may have increased the number of steps).
- 4) If the pedometer didn't add at least 25 steps, try re-adjusting its position by moving it either toward your navel or your hip. Then repeat steps 1 - 3.

**Q: Why has my pedometer stopped counting steps?**

**A:** It is important to upload the data from your pedometer to the website regularly. Otherwise the pedometer memory will become too full to record any further steps. If you notice that the LCD screen has stopped counting your steps, it is a warning sign that the memory is getting full, and you must upload the current data as soon as possible.

**Q: How do I activate a replacement pedometer?**

**A:** Simply plug the new pedometer into the PC with the USB cable provided. If you are using a computer with Humana iSync, you will be automatically taken to the Humana Gear website, which will recognize that you have a new pedometer. Enter your log-in details and the website will activate it.

**Q: I lost my pedometer and have recently picked up a new one. How can I get my steps transferred so that I do not start at 0 steps again?**

**A:** Plug your new pedometer into your computer, and it will take you to the registration page. At the bottom of the registration page there is a link "If you have an account and need to replace an existing pedometer, click here." Click it to change the pedometer associated with your account, and you will be able to keep all of your old steps and your new steps from the new pedometer. The only steps you will lose are the steps you accrued on the "lost" pedometer since your last upload.

**Q: Will my pedometer work with my broadband Internet connection?**

**A:** You can upload your number of steps onto the HumanaVitality website by connecting your pedometer to a computer with any type of active Internet connection.

**Q: What are heart rate monitors and how do they work?**

**A:** A heart rate monitor is a wireless chest transmitter belt that works with a wristwatch receiver. It detects an electric signal from your heart as it beats and transmits the signal wirelessly to the receiver. Your heart rate is displayed in beats per minute.

**Q: How can I earn Vitality Points with a heart rate monitor?**

**A:** To qualify for a verified workout with a heart rate monitor, you must exercise at 60 percent or greater of your maximum heart rate for a minimum of 30 minutes in a single training session.

**Q: Why do I receive a warning pop-up from Humana iSync when I start my computer? How can I prevent this from happening?**

**A:** Uncheck the box next to "Always ask before opening this file". This should prevent this pop-up from appearing the next time you start your computer.

**Q: Will the verifiable devices be able to sync with HumanaFit accounts?**

**A:** Yes, verifiable devices will be able to sync with HumanaFit accounts.

**Q: What should I do if I have more questions about the Humana Gear Step Counter?**

**A:** Please send an email to [pedometer-support@humana.com](mailto:pedometer-support@humana.com) if you need more troubleshooting support. When you send an email, please provide your username or serial number for your pedometer so we can help you with your problem.